

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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NOV 28 2005

Appl. No. : 09/945,413 Confirmation No.: 2725
Applicant : Mark A. George and Cynthia L. Sturgeon
Entitled : Service Desk Data Transfer Interface
Filed : 31 Aug 2001
TC/A.U. : 2171
Examiner : Frantz Colby

Docket No. : 149-0119US
Customer No. : 29855

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Commissioner for Patents
PO BOX 1450
Alexandria, VA 22313-1450

REPLY TO FINAL OFFICE ACTION AND AMENDMENT

In response to the Final Office Action dated September 12, 2005, please amend this application as follows:

- I. **Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.
- II. **Remarks** in reply to the Final Office Action, which begin on page 10 of this paper.
- III. **An Appendix** follows this paper and contains a clean version of the claims for the benefit of the Examiner.